



ONE Support Launchpad

Service Request

#5964852

Homogeneous System Copy

Vishvaraj Environment Private Limited
(2497386)

SCOPE

Topic: Chargeable Service
Task: Perform a system refresh
Target System: QS4 / 500235714 / ABAP System

LIFECYCLE

Status: Service provided
Milestone Status: Activity completed, no issues found in system health checks.
Scheduled At: 22.10.2023, 22:30 (CET)

COMMUNICATION

User	Timestamp	Text Type
SAP Employee	24.10.2023, 22:04 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Requested activity is completed as given in the ticket. Below is the current status of the systems.</p> <ul style="list-style-type: none">• System is up and running• List of all active instances <p>All servers are running.</p> <ul style="list-style-type: none">• Login possible <p>Logon connection successful.</p> <ul style="list-style-type: none">• No critical issues found during health check <p>Please let us know if anything needs to be done. Cross-check and confirm from your end.</p> <p>Thanks & Regards, SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 21:38 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>System Refresh Activity is completed.</p> <p>Run the BDLS from your end to convert the logical systems. If the refreshed system is BW, please take care of the BW configurations if any.</p> <p>Thanks & Regards SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 20:20 (CET)	Reply from SAP
<p>Dear Customer,</p>		

User	Timestamp	Text Type
<p>Please be informed we are facing issue in post-processing in FRUN. We are checking with the concerned team and will keep you updated.</p> <p>Regards, KRITHI SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 17:07 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Import tasklist has been completed successfully. We are proceeding with next steps.</p> <p>Regards, Sowmya SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 14:10 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Applications have been started. PCA import tasklist is in progress. We will keep you posted with updates.</p> <p>Regards, Sowmya SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 10:20 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Please note that post recovery steps got completed, we had proceeded further with the activity. We will keep you updated on this.</p> <p>Regards, Sure Sudheer SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 07:52 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Please find the activity status below. Completed Recovery and going to start Post-Steps.</p> <p>Thanks & Regards, SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	24.10.2023, 03:49 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Please note that recovery got completed, currently working on post recovery steps. We will keep you updated on this.</p> <p>Regards, Sure Sudheer SAP Enterprise Cloud Services Delivery</p>		

User	Timestamp	Text Type
SAP Employee	23.10.2023, 18:57 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Applications have been stopped. We are proceeding with the recovery. We will keep you posted with updates.</p> <p>Regards, Sowmya SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	23.10.2023, 13:58 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Please find the activity status below. Completed Preparation and going to start Recovery.</p> <p>Thanks & Regards, SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	23.10.2023, 13:38 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Export of PCA tasklist has been triggered. We will keep you posted with updates.</p> <p>Regards, Sowmya SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	23.10.2023, 13:16 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Preparation of the activity has been completed. We are starting the execution of the activity. We will keep you posted with updates.</p> <p>Regards, Sowmya SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	23.10.2023, 13:10 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Activity is scheduled with</p> <p>Start Time Stamp: 2023-10-22 22:30:00 UTC</p> <p>Thanks & Regards, SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	23.10.2023, 13:10 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Activity is scheduled with</p> <p>Downtime Start: 2023-10-22 20:30:00 UTC Downtime End: 2023-10-25 04:30:00 UTC</p>		

User	Timestamp	Text Type
Thanks & Regards, SAP Enterprise Cloud Services Delivery		
SAP Employee	23.10.2023, 12:53 (CET)	Reply from SAP
Dear Customer, We will check and update you regarding this. Regards, HARSHITHA SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	23.10.2023, 12:48 (CET)	Info for SAP
Dear SAP, please provide an Update on progress of the current activities		
SAP Employee	23.10.2023, 10:14 (CET)	Reply from SAP
Dear Customer, Thanks for the update. We will check and proceed accordingly. Regards, ANAMIKA SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	23.10.2023, 09:56 (CET)	Info for SAP
Hi Team, You please start the activity immediately from today onwards. We will import the TR from our end.		
SAP Employee	23.10.2023, 09:37 (CET)	Reply from SAP
Dear Customer, Please note that as initial downtime was passed kindly provide us new downtime in below format : ----- Date/Time/TimeZone : ?? ----- Also note that as part of refresh activity we can't import any TR's. Kindly import TR from your end. Regards, Sure Sudheer SAP Enterprise Cloud Services Delivery		
SAP Employee	23.10.2023, 08:51 (CET)	Reply from SAP
Dear Customer, Thank you for the update. We will check and proceed accordingly. Regards, MOHAMMAD NAAZIYA SAP Enterprise Cloud Services Delivery		
SAP PCE User (S0023764130)	23.10.2023, 08:47 (CET)	Info for SAP
Hi, Find the below confirmation on the client copy activity.		

User	Timestamp	Text Type
<p>Source SID: PS4VHE</p> <p>Backup To be used (Date(DD-MMM-YYYY), Time(HH:MM), Time zone)/ Point in Time for restore: 21 October 2023 21:27:46 UTC</p> <p>Target SID : QS4VHE Start Downtime with Time zone : 22 October 2023 20:30:00 UTC</p> <p>Expected End Downtime with Time Zone: 56 hours</p> <p>We have performed the PCA variation as per the sap note 2534288</p> <p>Variant name: REFRESH_IMPORT Description: SAP_BASIS_COPY_REFRESH_IMPORT</p> <p>variant name: REFRESH_EXPORT Description: SAP_BASIS_COPY_REFRESH_EXPORT</p> <p>We have also taken the export of sap user profiles, please note the TR number as well: QS4KT00004</p> <p>Let us know if you need anything from our side.</p>		
SAP Employee	22.10.2023, 19:45 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>PCA add-on has installed.</p> <p>CUST_TC user has been placed in the secure area of system QS4VHE on service market place..</p> <p>Kindly confirm through which scenario we need to proceed and also please confirm below details as well.</p> <p>-----</p> <p>Please confirm the below details from your end with required confirmations,</p> <p>Source SID: PS4VHE</p> <p>Backup To be used (Date(DD-MMM-YYYY), Time(HH:MM), Time zone)/ Point in Time for restore: 21 October 2023 21:27:46 UTC</p> <p>Target SID : QS4VHE Start Downtime with Time zone : 22 October 2023 20:30:00 UTC</p> <p>Expected End Downtime with Time Zone: 56 hours</p> <p>1. System Refresh Schenerio +++++</p> <p>As a pre-requisite for the system refresh, the customer needs to create a PCA variant for the PCA tasks lists : ????</p> <p>Tasks lists Standard System Refresh:</p> <p>SAP_BASIS_COPY_REFRESH_EXPORT = ?</p> <p>SAP_BASIS_COPY_REFRESH_IMPORT = ?</p>		

User	Timestamp	Text Type
<p>Task list for BW systems:</p> <p>SAP_BW_BASIS_COPY_REFRESH_CONFIG =??</p> <p>Dear Customer,</p> <p>as a pre-requisite for the System Refresh a so-called PCA variant (Post Copy Automation) has to be created in the target system (client 000). This variant ensures that the System refresh is performed according to the specific requirements of the customer. Please see SAP note 2534288 for more details regarding the creation of this variant.</p> <p>This variant has to be created once and can then be used for sub-sequent refreshes (or adjusted, if needed).</p> <p>Note: Although application specific post-processing lies generally within the responsibility of the customer, for BW Systems the PCA variant offers the possibility to perform BW specific post-processing in an automated way as part of the System Refresh Service. If this is wanted by the customer, the PCA variant has to be defined accordingly. The time required for the System Refresh Service might be extended by the runtime of the these application specific tasks (depending on the data volume).</p> <p>Request you to confirm the below step has to be performed by Customer.</p> <ol style="list-style-type: none"> 1. Export SAP_USER data in client Customer client. This is only necessary if PCA task content is less than version 10. This is ensured with SAP Basis Patch level 740 SP 17 (resp. 750 SP 6). For task content greater/equal to 10, PCA can be used to export /import user from the customer client. 2. Re-Import of Open transports which are imported in target but not in Source 3. Db users in target system will not be preserved during system refresh. They would be replaced with the users in source system 4. BLDS (logical system conversion) Note: DB schema user will be changed to the source system schema user ===== <p>2.System copy scenario +++++</p> <p>You do not want to retain any configuration from target after refresh and the data copied from source remains in target refresh. No need of variant creation and below tasks will be performed.We will have clients from source in target after refresh .</p> <p>Only below Post steps will be performed :</p> <ol style="list-style-type: none"> 1.000 users 2.STRUST 3.SECURE STORE 4.RFC 5.STMS 6.BATCH SERVER GROUP 7.DBA COCKPIT 8.ABAP LICENSE 9.HANA LICENSE <p>=====</p>		

User	Timestamp	Text Type
		<p>Please let us know which option we need to consider along with the required details.</p> <p>as a pre-requisite for the System Refresh a so-called PCA variant (Post Copy Automation) has to be created in the target system (client 000). This variant ensures that the System refresh is performed according to the specific requirements of the customer. Please see SAP note 2534288 for more details regarding the creation of this variant.</p> <p>This variant has to be created once and can then be used for sub-subsequent refreshes (or adjusted, if needed).</p> <p>Note: Although application specific post-processing lies generally within the responsibility of the customer, for BW Systems the PCA variant offers the possibility to perform BW specific post-processing in an automated way as part of the System Refresh Service. If this is wanted by the customer, the PCA variant has to be defined accordingly. The time required for the System Refresh Service might be extended by the runtime of the these application specific tasks (depending on the data volume).</p> <p>Request you to confirm the below step has to be performed by Customer.</p> <ol style="list-style-type: none"> 1. Export SAP_USER data in client Customer client. This is only necessary if PCA task content is less than version 10. This is ensured with SAP Basis Patch level 740 SP 17 (resp. 750 SP 6). For task content greater/equal to 10, PCA can be used to export /import user from the customer client. 2. Re-Import of Open transports which are imported in target but not in Source 3. Db users in target system will not be preserved during system refresh. They would be replaced with the users in source system 4. BLDS (logical system conversion) <p>Note: DB schema user will be changed to the source system schema user</p> <p>Regards, VIVEK SAP Enterprise Cloud Services Delivery</p>
SAP Employee	22.10.2023, 19:12 (CET)	Reply from SAP
		<p>Dear Customer,</p> <p>Thank you for contacting SAP Enterprise Cloud Services (ECS). We acknowledge your update. Our processor will analyze your requirement and revert shortly. Thank you for your patience and understanding.</p> <p>Regards, BINDU SAP Enterprise Cloud Services Delivery</p>
SAP PCE User (S0023764130)	22.10.2023, 19:10 (CET)	Info for SAP
		<p>Hello Radhika,</p> <p>Please find the below S User details as follows</p> <p>User ID S0023764130 Password - Vivek12345678\$</p> <p>And you can select the latest available backup to perform the activity.</p> <p>Please let me know if you need any thing more of Call me directly.</p>

User	Timestamp	Text Type
Regards Vivek Chopade +919860742791		
SAP Employee	22.10.2023, 17:34 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>PCA add-on has installed. Please be informed that we are unable to add CUST_TC credentials in secure area as S User credentials are not working. We are checking with your ECS representative on the same.</p> <p>Please confirm the below details from your end with required confirmations,</p> <p>Source SID: PS4VHE</p> <p>Backup To be used (Date(DD-MMM-YYYY), Time(HH:MM), Time zone)/ Point in Time for restore: 21 October 2023 21:27:46 UTC</p> <p>Target SID : QS4VHE Start Downtime with Time zone : 22 October 2023 20:30:00 UTC</p> <p>Expected End Downtime with Time Zone: 56 hours</p> <p>As a pre-requisite for the system refresh, the customer needs to create a PCA variant for the PCA tasks lists : ????</p> <p>Tasks lists Standard System Refresh:</p> <p>SAP_BASIS_COPY_REFRESH_EXPORT = ? SAP_BASIS_COPY_REFRESH_IMPORT = ?</p> <p>Task list for BW systems:</p> <p>SAP_BW_BASIS_COPY_REFRESH_CONFIG =??</p> <p>Dear Customer,</p> <p>as a pre-requisite for the System Refresh a so-called PCA variant (Post Copy Automation) has to be created in the target system (client 000). This variant ensures that the System refresh is performed according to the specific requirements of the customer. Please see SAP note 2534288 for more details regarding the creation of this variant.</p> <p>This variant has to be created once and can then be used for sub-sequent refreshes (or adjusted, if needed).</p> <p>Note: Although application specific post-processing lies generally within the responsibility of the customer, for BW Systems the PCA variant offers the possibility to perform BW specific post-processing in an automated way as part of the System Refresh Service. If this is wanted by the customer, the PCA variant has to be defined accordingly. The time required for the System Refresh Service might be extended by the runtime of the these application specific tasks (depending on the data volume).</p> <p>Request you to confirm the below step has to be performed by Customer.</p> <ol style="list-style-type: none"> 1. Export SAP_USER data in client Customer client. This is only necessary if PCA task content is less than version 10. This is ensured with SAP Basis Patch level 740 SP 17 (resp. 750 SP 6). For task content greater/equal to 10, PCA can be used to export /import user from the customer client. 2. Re-Import of Open transports which are imported in target but not in Source 		

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<p>3. Db users in target system will not be preserved during system refresh. They would be replaced with the users in source system</p> <p>4. BLDS (logical system conversion) Note: DB schema user will be changed to the source system schema user =====</p> <p>Regards, Radhika SAP Enterprise Cloud Services Delivery</p>		
SAP Employee	21.10.2023, 21:15 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>Please be informed that activity will be performed on below mentioned downtime:</p> <p>Scheduled Start: 22 October 2023 20:30:00 UTC Estimated End: 25 October 2023 04:30:00 UTC</p> <p>Regards, KEERTHIGA SAP Enterprise Cloud Services Delivery</p>		
SAP PCE User (S0023764130)	21.10.2023, 20:58 (CET)	Info for SAP
<p>Dear SAP, please provide an Update on progress of the current activities</p>		
SAP Employee	05.10.2023, 09:01 (CET)	Reply from SAP
<p>Dear Customer,</p> <p>As per the request, we are glad to assist you on the specific activity. We are analyzing the information provided by you in ticket. Further if any details are needed to process the activity smoothly, we will get back to you on the same.</p> <p>Regards, Syed Khadhar SAP Enterprise Cloud Services Delivery</p>		
SAP PCE User (S0023764130)	05.10.2023, 08:48 (CET)	Request Description
<p>Task: Perform a system refresh</p> <p>Service Attributes: Title: Homogeneous System Copy Category: Core Technical Operations Service Type: Chargeable Service Task No: BASIC_1.3.10 RnR Version: 2019 Task Change Log: Perform a system refresh Delivery Unit: ECS</p> <p>Delivery Instructions: Please proceed with activity as per service request inputs.</p> <p>Additional Attributes: Scheduled Start: 22 October 2023 20:30:00 UTC Estimated End: 25 October 2023 04:30:00 UTC</p> <p>Source System: 000000000500236217 Select Backup Date and Time of Source System: 21 October 2023 21:27:46 UTC</p>		

User	Timestamp	Text Type
System Type: ABAP System Choose "System Refresh" or "System Copy" Scenario: SAP BASIS PCA Standard Configurations Retained in Target System: Uncheck an option if you do not want to retain its Target System configuration. STRUST: true SECURE STORE: true RFC: true Set system message (for ABAP systems): YES		

ATTACHMENTS

File name	Description	File size	Uploaded by	Uploaded on
EOS_QS4VHE.docx	EOS_QS4VHE.docx	74 KB	SAP Employee	24.10.2023, 21:59 (CET)

ACTION LOG

Log Action	Old Value	New Value	Changed By	Changed At
Status	New	To be reviewed	SAP PCE User (S0023764130)	01.10.2023, 20:06 (CET)
Start Time of Service Request		22.10.2023, 22:30 (CET)	SAP PCE User (S0023764130)	05.10.2023, 08:48 (CET)
Communication		Request Description	SAP PCE User (S0023764130)	05.10.2023, 08:48 (CET)
Status	To be reviewed	Sent to SAP	SAP PCE User (S0023764130)	05.10.2023, 08:48 (CET)
Status	Sent to SAP	In Processing by SAP	SAP Employee	05.10.2023, 09:01 (CET)
Communication		Reply from SAP	SAP Employee	05.10.2023, 09:01 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	21.10.2023, 20:58 (CET)
		Update Requested	SAP PCE User (S0023764130)	21.10.2023, 20:58 (CET)
Communication		Reply from SAP	SAP Employee	21.10.2023, 21:15 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	22.10.2023, 17:34 (CET)
Communication		Reply from SAP	SAP Employee	22.10.2023, 17:34 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	22.10.2023, 19:10 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	22.10.2023, 19:10 (CET)
Communication		Reply from SAP	SAP Employee	22.10.2023, 19:12 (CET)
Communication		Reply from SAP	SAP Employee	22.10.2023, 19:46 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	22.10.2023, 19:46 (CET)
Status	Customer	In Processing by	SAP PCE User	23.10.2023, 08:47

Log Action	Old Value	New Value	Changed By	Changed At
	Interaction required	SAP	(S0023764130)	(CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	23.10.2023, 08:47 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 08:52 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 09:37 (CET)
Status	In Processing by SAP	Customer Interaction required	SAP Employee	23.10.2023, 09:37 (CET)
Status	Customer Interaction required	In Processing by SAP	SAP PCE User (S0023764130)	23.10.2023, 09:56 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	23.10.2023, 09:56 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 10:14 (CET)
Communication		Info for SAP	SAP PCE User (S0023764130)	23.10.2023, 12:48 (CET)
		Update Requested	SAP PCE User (S0023764130)	23.10.2023, 12:48 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 12:53 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 13:10 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 13:11 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 13:17 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 13:38 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 13:58 (CET)
Communication		Reply from SAP	SAP Employee	23.10.2023, 18:57 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 03:49 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 07:52 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 10:20 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 14:10 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 17:07 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 20:20 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 21:38 (CET)
Communication		Reply from SAP	SAP Employee	24.10.2023, 22:04 (CET)

Log Action	Old Value	New Value	Changed By	Changed At
Status	In Processing by SAP	Service provided	SAP Employee	24.10.2023, 22:04 (CET)